

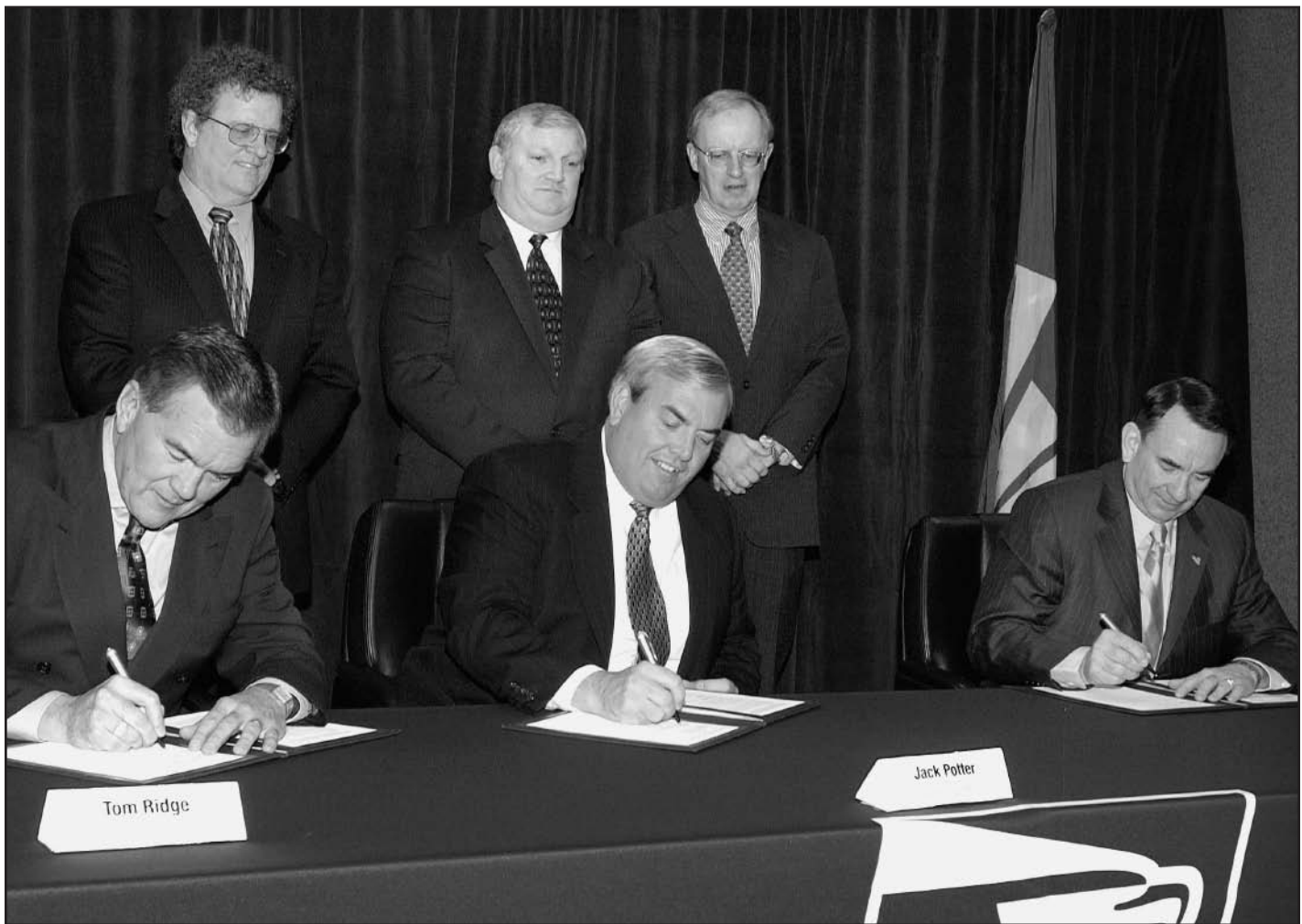
CUSTOMER SATISFACTION: 93%

USPS NEWS  
HARDCOPY

Volume 5, No. 3

FEBRUARY 23, 2004

Carriers may deliver medicine in emergency



Front row (left to right): DHS Secretary Tom Ridge, Postmaster General Jack Potter and HHS Secretary Tommy Thompson sign the new agreement. Back row (left to right): NALC President William Young, NRLCA President Dale Holton and General John Gordon, Assistant to the President and Homeland Security Advisor.

Postal Service letter carriers could be called upon to deliver antibiotics to residential addresses in the event of a catastrophic incident involving a biological agent. Under a plan currently being developed, USPS could play a role in an emergency that requires antibiotic use as a response. Individual postal employee participation would be voluntary.

The draft plan is being developed at the federal level jointly by the Department of Health and Human Services (HHS), the Department of Homeland Security (DHS) and the Postal Service. USPS was approached because of its extensive delivery reach and the trust its carriers have in the nation's neighborhoods. USPS is working closely with the National Association of Letter Carriers and the National Rural Letter Carriers' Association on the issue.

Trenton P&DC  
cleanup successful



Federal and state environmental and health officials tour the Trenton P&DC. USPS will now begin to prepare for renovation and refurbishment of the 282,000 square-foot facility.

QUOTABLE

"We are performing at the highest level of service we ever had in our history, and we believe we have a good product to offer, and we want to be out in the marketplace sharing that news and making people aware of how we can serve them."

PMG Jack Potter

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EXFC  
OVERNIGHT  
Oct. 1 – Dec. 31  
(PQ I, FY 2004)

| PERFORMANCE CLUSTER    | RESULTS |
|------------------------|---------|
| ALASKA*                | 96      |
| ALBANY                 | 96      |
| BALTIMORE              | 96      |
| BAY VALLEY             | 96      |
| BIG SKY                | 96      |
| CAPITAL                | 96      |
| CENTRAL PENNSYLVANIA   | 96      |
| CENTRAL PLAINS         | 96      |
| COLORADO/WYOMING       | 96      |
| CONNECTICUT            | 96      |
| DAKOTAS                | 96      |
| HAWKEYE                | 96      |
| KENTUCKIANA            | 96      |
| NEVADA-SIERRA          | 96      |
| NORTHERN VIRGINIA      | 96      |
| NORTHLAND              | 96      |
| PORTLAND               | 96      |
| RICHMOND               | 96      |
| SACRAMENTO             | 96      |
| SALT LAKE CITY         | 96      |
| SAN FRANCISCO          | 96      |
| SEATTLE                | 96      |
| SUNCOAST               | 96      |
| APPALACHIAN            | 95      |
| ARIZONA                | 95      |
| ARKANSAS               | 95      |
| BOSTON                 | 95      |
| CENTRAL ILLINOIS       | 95      |
| CINCINNATI             | 95      |
| DETROIT                | 95      |
| GREATER INDIANA        | 95      |
| GREATER MICHIGAN       | 95      |
| LAKELAND               | 95      |
| LOS ANGELES            | 95      |
| LOUISIANA              | 95      |
| MAINE                  | 95      |
| MASSACHUSETTS          | 95      |
| MID-AMERICA            | 95      |
| MISSISSIPPI            | 95      |
| NORTH FLORIDA          | 95      |
| NORTHERN ILLINOIS      | 95      |
| OKLAHOMA               | 95      |
| PITTSBURGH             | 95      |
| RIO GRANDE             | 95      |
| SANTA ANA              | 95      |
| SOUTH FLORIDA          | 95      |
| SOUTH GEORGIA          | 95      |
| SPOKANE                | 95      |
| VAN NUYS               | 95      |
| WESTERN NEW YORK       | 95      |
| ALBUQUERQUE            | 94      |
| ATLANTA                | 94      |
| CENTRAL FLORIDA        | 94      |
| CENTRAL NEW JERSEY     | 94      |
| CHICAGO                | 94      |
| COLUMBUS               | 94      |
| DALLAS                 | 94      |
| ERIE                   | 94      |
| FORT WORTH             | 94      |
| GATEWAY                | 94      |
| GREATER SOUTH CAROLINA | 94      |
| GREENSBORO             | 94      |
| HONOLULU               | 94      |
| HOUSTON                | 94      |
| LONG ISLAND            | 94      |
| NEW HAMPSHIRE/VERMONT  | 94      |
| NEW YORK               | 94      |
| PHILADELPHIA METRO     | 94      |
| ROYAL OAK              | 94      |
| SAN DIEGO              | 94      |
| SOUTH JERSEY           | 94      |
| SOUTHEAST NEW ENGLAND  | 94      |
| TENNESSEE              | 94      |
| WESTCHESTER            | 94      |
| ALABAMA                | 93      |
| MID-CAROLINAS          | 93      |
| NORTHERN NEW JERSEY    | 93      |
| NORTHERN OHIO          | 93      |
| TRIBORO                | 93      |
| CARIBBEAN              | 89      |

\*No Overnight standard. Score shown is for two-day performance.

Keep the  
customer  
satisfied

Americans not only trust us ... they're pretty satisfied overall with the way we conduct business with them. Our Customer Satisfaction Measurement score reached 93 percent during the first quarter of FY 2004, and that included the past holiday season. The Gallup Organization conducts the surveys independently and asks our customers about such things as accuracy and consistency of delivery, and retail clerk courtesy and responsiveness.

'Twas the season to hustle and bustle, and we hustled and bustled with the best of them.

Way to go!

CARRIER  
PICKUP-  
EASY AS  
1-2-3.



Quick.  
Easy.  
Convenient.

1. Customer makes pickup request at USPS.com.
2. Carrier is notified of pickup request.
3. Carrier picks up packages from customer.

Proposed  
settlement

A proposed settlement has been reached in the class action known as Chandler Glover and Dean Albrecht, et al., v. John E. Potter, EEOC No. 320-A2-8011X. The proposed settlement affects permanent rehabilitation employees of the United States Postal Service between Jan. 1, 1992 and Nov. 20, 2003 allegedly denied promotional and/or advancement opportunities due to discrimination on the basis of disability. A copy of the Notice of Resolution — a document containing more information on the settlement — can be obtained by visiting [www.gloverclass.com](http://www.gloverclass.com). Information also is available by calling 800-280-8301.

USPSNEWSHARDCOPY

PLEASE POST  
ON SWING ROOM  
BULLETIN BOARD

FEBRUARY 23, 2004

# USPSNEWSHARDCOPY

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**medicine in** **EASY AS 1-2-3**  
**emergency** **Keep the customer**  
**satisfied** **Trenton**  
**EXFC OVERNIGHT** **cleanup**  
**Oct. 1 – Dec. 31 (PQ I, FY 2004)** **successful**